Application Development Environment (ADE)

Build Phase

Documentation Procedure
Quick-Start

Information Systems Division
California Department of Motor Vehicles

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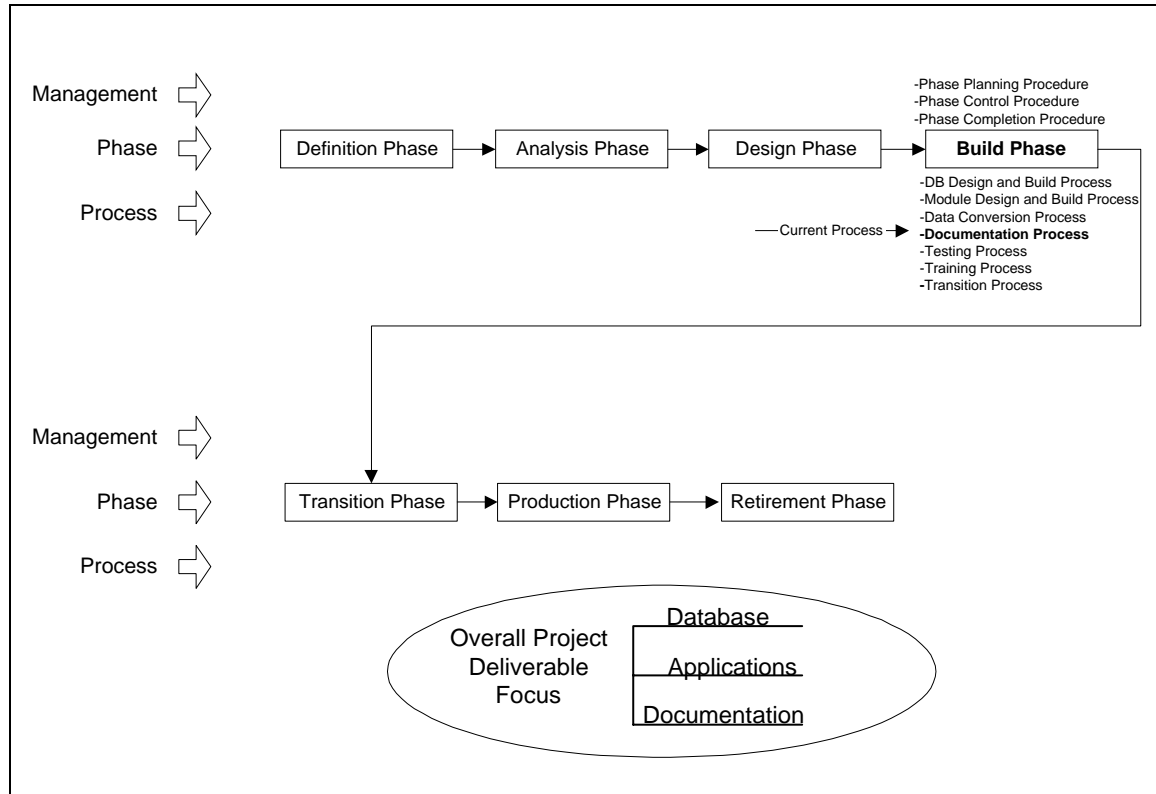|	
TITLE:	Documentation Procedure
PROCEDURE NUMBER:	**ADE 37.0 (Build)**
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The Principal Objectives of Documentation

The principal objectives of the Documentation Process are listed below. Note that these objectives span the entire development cycle, and some may not be addressed until subsequent phases.

- Produce an instructional reference to support the application (User Reference, On-line Help Text).

- Produce an operational set of procedures for using the application (User Guide).

- Produce a set of procedures for operating the application system (System Operation Guide).

- Produce documents for the maintenance staff describing the technical details of the application (Technical Reference).

Overview

Below is an overview of the Oracle development cycle which reflects project management procedures and application development procedures within each phase. Note the focus on outcomes: a database, applications (modules), and documentation.

Documentation Tasks and Deliverables

 There are five tasks with deliverables for this process in the build phase. All are key deliverables. The table summarizes significant data about tasks and associated deliverables to assist the PM to determine the appropriateness of the deliverable for a specific project. Typically the tasks must be accomplished; however, the evidence of task completion may not be an explicit deliverable. Notes or other more implicit products may be sufficient. Tailoring is the process of determining whether or not the deliverable and the task are appropriate for the project. The use for each deliverable and pointers for additional information have been included in the chart to assist the PM with tailoring.

The number following each task is the deliverable ID, and is referenced in this fashion throughout the Oracle manuals. The abbreviated references provided in the right-hand column refer to the Oracle

Custom Development Method (CDM) manuals to which you will want to refer for background or greater detail:

- *Method Handbook* (CDM-MH)

- *Process and Task Reference* (CDM-PTR)

- *Deliverable Reference* (CDM-CDM-DR)

- *Requirements Modeling Using Designer/2000 Volume 1* (RD2000)

✪ Key Deliverables

Task	Short Description	Deliverable	Reference
✪ Complete User Reference (DO.100)	A description of the functionality of the Application modules. It serves as the primary document describing the final deliverable to the client.	User Reference Use: Supplements the Users Guide as a user reference.	CDM-MH: Chapter 7 CDM-DR: pp. 7-42 to 7- 43 CDM-PTR: pp. 7-42 to 7-44
✪ Complete User Guide (DO.110)	The User Guide tells readers how to use the application system to complete their business activities. It provides instructions for performing specific tasks that are relevant to their jobs.	User Guide Use: Organized by job topic, it is the primary reference for system users.	CDM-MH: Chapter 7 CDM-DR : 7-44 to 7-45 CDM-PTR: pp. 7-45 to 7- 47
✪ Complete Technical Reference (DO.120)	The Detailed Technical Reference is a document that explains the design and structure of the application system to those who maintain it after cut-over.	Detailed Technical Reference Use: Application maintenance personnel reference.	CDM-MH: Chapter 7 CDM-DR: p. 7-46 CDM-PTR: pp. 7-48 to 7-50
✪ Complete System Operations Guide (DO.130)	Aimed at staff who maintain and support the running of the application system. It describes the tasks and procedures required to keep the system available and running for users.	System Operations Guide Use: IS support staff reference for maintaining and running the system.	CDM-MH: Chapter 7 CDM-DR: pp. 7-47 to 7-48 CDM-PTR: pp. 7-51 to 7-53
✪ Provide Online Help Text (DO.140)	As required, Online Help may contain form, block and field help text, hints, and error messages/help text.	Online Help Text Use: User Online assistance.	CDM-MH: Chapter 7 CDM-DR: p. 7-49 CDM-PTR: pp. 7-54 to 7-56

Deliverable Preparation - Tools and Techniques

Deliverable	Designer 2000	Oracle MS Templates
User Reference (DO.100)		✔ Note 1
User Guide (DO.110)		✔ Note 1
Technical Reference (DO.120)	✔ Note 2	
System Operations Guide (DO.130)		✔ Note 1
Online Help Text (DO.140)		

Note 1: There are no templates for the build phase for these deliverable; however, there are templates for the initial documents in the design Phase.

Note 2: Designer 2000 provides a reference and attachments.

Potential Pitfalls

- Allowing major changes to the functions and the database.
- Not actively involving customers in all planning and development activities
- Not defining in detail documentation requirements at the onset of the project so that updating can be continuous
- Not ensuring that documentation writers are available and involved early in the process
- Not achieving consensus on the part of key players that documentation is an integral part of the project

Next Step

All documentation <u>should</u> be complete at the end of the Build Phase. Be prepared for last minute changes, however.

Key Words And Phrases

Attribute	The information held about an entity; e.g. attributes about a customer could be name, address, phone number, recent orders, etc.
Entity	Something about which information is retained; e.g. customer, employee, product, etc.
Event	A trigger to which one or more business functions respond; e.g. a license application
Function	A major work unit of an organization; e.g. sales, maintenance, etc.
Model	Diagram or graphical depiction of a system
Process	A series of tasks which result in one or more critical deliverables
Task	A unit of work that results in a single deliverable